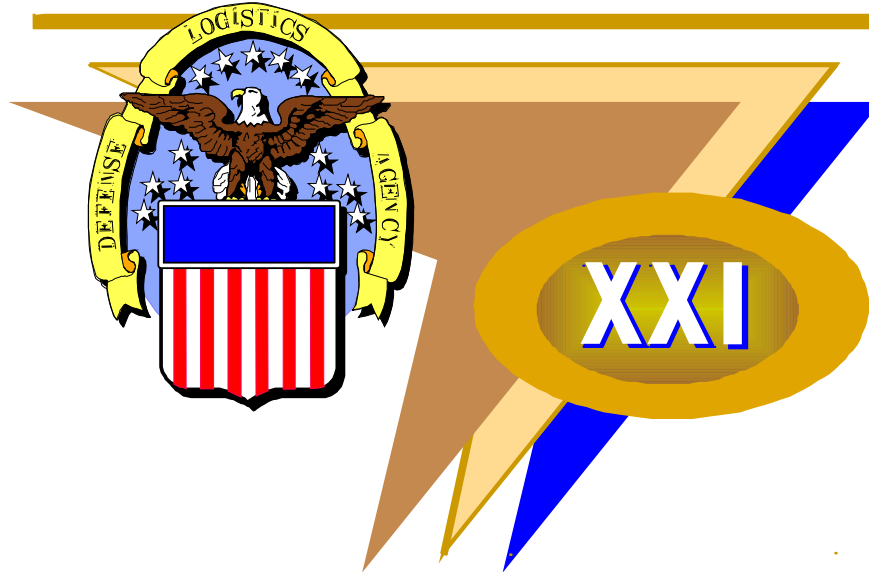


Defense Contract Management Command

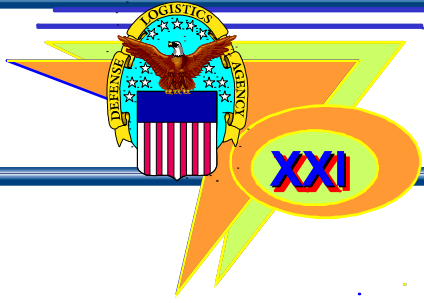


DCMC Commander's Conference

“Quality”

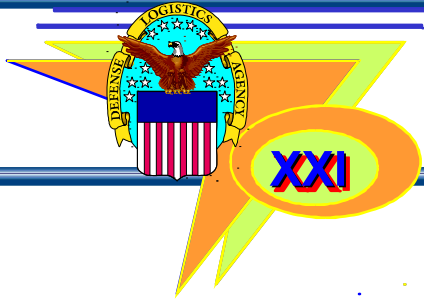
Executive Overview

November 3, 1999



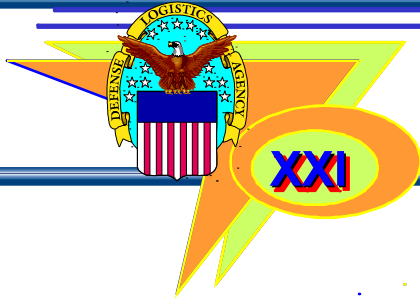
AGENDA

- **What is Quality?**
- **Quality Theorists' Views**
- **Stages of Quality Movement**
- **Common “Quality” Themes**
- **DCMC Supplier Quality Assurance**
- **Commander's Tool Box**



What is Quality?





Quality Theorists

To supply services that meet or exceed the expectations of our customers
Dr. Juran

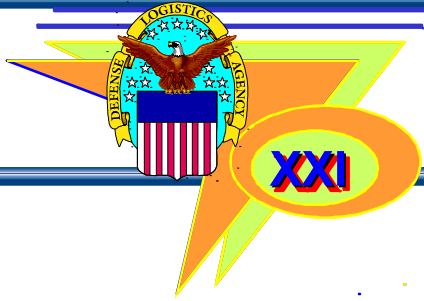
System improvement, reduction of variation to meet customer needs
Deming

Quality is conformance
Crosby

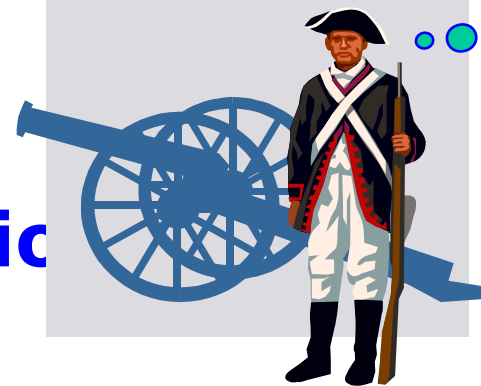
The degree of loss to your customer increases gradually as the deviation from the target value increases
Taguchi

Defines stable and unstable variation.
Minimize the economic loss that results from process variation
Shewhart

The next process is your customer
Ishikawa

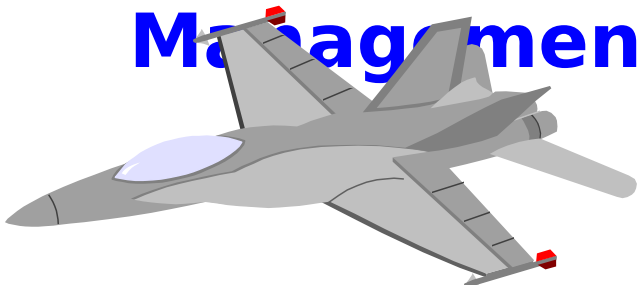


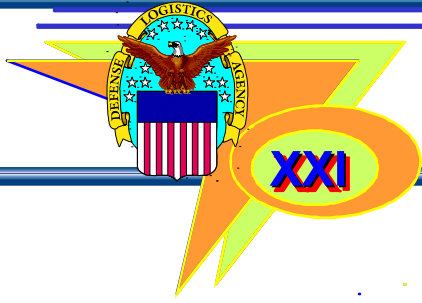
Stages of Quality Movement



Small Arms
Inspection
1823

- 1800's - Inspection
- 1930's - Statistical Quality Control
- 1950's - Quality Assurance
- 1980's and 90's - Strategic Management





Common Quality Themes

Customer Value:

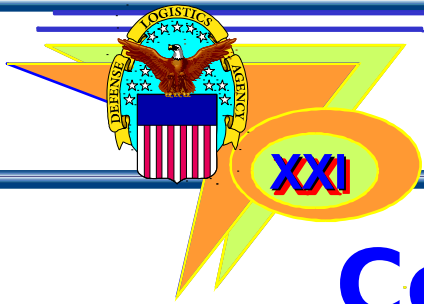
- **Key stakeholders**
- **Cost, schedule, performance**
- **Product/service design**
- **Measures linked to customer value**
- **New markets/products**



Common Quality Themes

Organizational Systems:

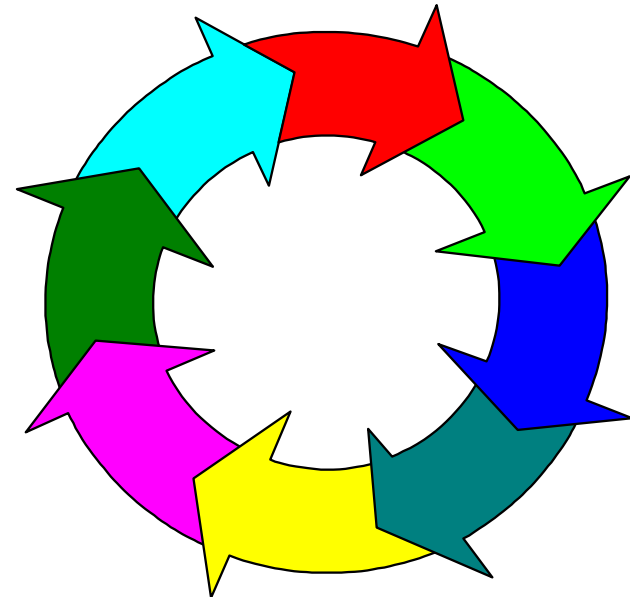
- **People**
- **Technology**
- **Operating Methods**
- **Flexibility**
- **Information process**

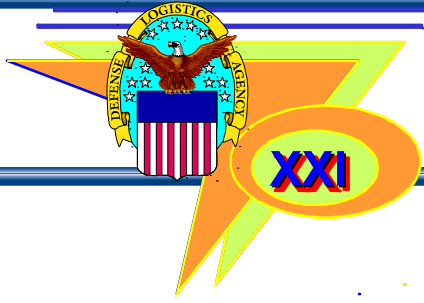


Common Quality Themes

Continuous Improvement:

- Customer needs
- Change management
- Reduce variation





What is Quality?

**“Quality does not
have to be
defined, you
understand it
without
definition.”**

R. Pirsig, Author: “Zen and the Art of Motorcycle
Maintenance”